

# Château de Warsy

7 Rue du Château, 80500 WARSY (FR)

## Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL: ..... PARTY LEADER: .....

DATES: 7-10 July '23 ..... EMAIL: .....

ACCOMMODATION: Château / Grange / POD Village (circle as appropriate)

Please score on the following basis if not making any comment:

- 1- Excellent    2- Very Good    3- Good    4- Acceptable    5- Poor

### Section 1; pre-arrival

Did you find the brochure accurate and informative?..... n/a.....

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

..... Add layout of bedrooms to aid rooming .....

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre & product? .....

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK..... 1.....(Mandy)

France..... 1.....(Marie)

Preview visit to the centre?..... n/a.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 2; Arrival

General welcome .....1..... Fire drill .....1.....  
Room allocation .....1..... Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation .....2..... The grounds .....1.....  
Teacher's accommodation .....1..... Teachers lounge .....1.....  
Washing & toilet facilities .....1..... Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

.....Children's rooms were very warm.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

.....Yes.....

Was there enough to eat?

.....Mostly. A few children could have eaten more.....

What was the most / least enjoyed meal?

Most:.....Least:.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....1.....

Any other comments?

.....Packed lunch options were good - better than I  
remember from last time. Kids enjoyed the  
sandwiches, and all were happy with the choices.  
Catering staff were excellent esp. one lady (Ludlow?)  
She was super helpful.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Animators?

Helpfulness.....1.....

Professionalism.....1.....

Friendliness.....1.....

Which instructor(s) deserve(s) a special mention and for what reason?

Axelle - fantastic camp fire. All the kids loved it.  
Cama & Axelle - great on obstacle course

How do you rate the evening activities?

Very good

What were your pupil's favourite evening activities?

We only did the camp fire

Do you have any suggestions on how we could improve our product or evening activities?

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 6; Excursions

Excursion 1: America (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

Excursion 2: Asterix (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Students loved it - Definitely better option than Disney.

Excursion 3: Sweet shop (name excursion)

How well did the excursion fulfil your expectations: N/A yet been.

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... *Astérix* .....

..... *For staff - Astérix + watching kids do obstacle course* .....

Which aspect of your stay was least satisfactory? ..... *Lack of water activities -* .....

..... *we would have loved to do paddle boarding or raft building. A big loss.* .....

How do you rate the course overall on a value for money basis? ..... *Very good* .....

Will you be considering a further visit with *Manor Adventure*? ..... *Yes* .....

Where did you hear of *Manor Adventure*? ..... *Previous customer* .....

What were the reasons for choosing *Manor Adventure*? ..... *Enjoyed previous visit* .....

Which centre(s) did you visit last year? ..... *n/a* .....

What other visits does your school organise? ..... *Battlefields, Geneva, Anna - Span,*  
*Paris - Disney* .....

Do you have any further comments which you feel would be useful to us?

.....  
.....  
.....

## Section 8; referral

Do you know of any other schools or colleges that may be interested in visiting any of our centres in England, Scotland, Wales or France?

Name:..... Name:.....

Address:..... Address:.....

.....

.....

# Section 9; Coach Report Form

School name ...  
Date of stay ..... 7-10 July .....

Drivers name ..... Jerry ..... Number of seats ..... Lots! 60-odd? .....

Please circle as appropriate:

Safety talk received:  Yes / No

Safety DVD shown: Yes /  No

Sat Nav:  Yes / No

Coach:  Executive / Standard

Entertainment: Video / DVD / None n/a.

Toilet:  Yes / No

If yes, was it clean?  Yes / No

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes:  Yes / No

For the next section please enter a score on the following basis

- 1 – Excellent
- 2 – Very Good
- 3 – Good
- 4 – Acceptable
- 5 – Poor

Professionalism of the driver:

Friendliness to teachers ..... 1 .....

to children ..... 1 .....

Attitude/Cooperation during stay ..... 1 .....

State of the coach ..... 1 .....

Time keeping:

Arrival at school ..... 1 .....

Excursions ..... 1 .....

Drivers knowledge of visits ..... 1 .....

Any additional comments:

Very helpful + approachable  
.....  
.....  
.....  
.....  
.....

# manor adventure

## COURSE REPORT FORM

*Château de Warsy*



*Thank you so much.  
It was a fantastic trip - one of the  
best - way better than PAL!!*

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

*We would like to come back  
next year to the chateau!*

# Château de Warsy

7 Rue du Château, 80500 WARSY (FR)

## Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL: JOSEPH WHITAKER

PARTY LEADER: RACHEL SOUTER

DATES: 7 - 10<sup>th</sup> JULY

EMAIL: ~~manor~~ souter@josephwhitaker

ACCOMMODATION: Château / Grange / POD Village (circle as appropriate)

.org

Please score on the following basis if not making any comment:

1- Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 1; pre-arrival

Did you find the brochure accurate and informative? didn't see one

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

no issues

If you had a visit from one of our School Journey Advisors;

n/a

Did he provide a fair description of our centre & product? .....

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK Excellent (Mandy)

France Excellent (Marie)

Preview visit to the centre? n/a



Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 2; Arrival

General welcome .....1.....

Fire drill .....1.....

Room allocation .....1.....

Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation .....1.....

The grounds .....1.....

Teacher's accommodation .....1.....

Teachers lounge .....1.....

Washing & toilet facilities .....1.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

..... yes .....

Was there enough to eat?

..... yes .....

What was the most / least enjoyed meal?

Most: Pizza, chicken ..... Least: curry - it was a hot day!

Were all dietary requirements catered for?

..... yes - excellent .....

Please rate the packed lunch meals: ..... really well provided - excellent .....

Any other comments?

..... Excellent teacher's option of salmon  
..... on the last night .....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Animators?

Helpfulness.....1:

Professionalism.....1:.....

Friendliness.....1:.....

Which instructor(s) deserve(s) a special mention and for what reason?

Connor was excellent (despite a dislocated knee!) the students really enjoyed the activities

How do you rate the evening activities?

It was a real shame we only got one as we were late on day 1.

What were your pupil's favourite evening activities?

.....  
.....

Do you have any suggestions on how we could improve our product or evening activities?

We didn't get an option of what we wanted to do - I don't know if this should be done at booking or arrival. It would have been good to do a campfire

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

## Section 6; Excursions

Excursion 1: Amiens (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: We needed more guidance on where to go in Amiens.

Excursion 2: Caves (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We were put in 1 group of 40 and it was too difficult to manage in tight spaces.

Excursion 3: Arc de Triomphe (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Bateau..... (name excursion)

How well did the excursion fulfil your expectations: ..... 1 .....

Enjoyment students: ..... 1 .....

Enjoyment teachers: ..... 1 .....

Suitability to your group: ..... 1 .....

Comments: .....

.....

Excursion 5: Tour Montparnasse..... (name excursion)

How well did the excursion fulfil your expectations: ..... 1 .....

Enjoyment students: ..... 1 .....

Enjoyment teachers: ..... 1 .....

Suitability to your group: ..... 1 .....

Comments: .....

.....

Excursion 6:..... (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... Overall it was fantastic

Which aspect of your stay was least satisfactory? ..... Just more

How do you rate the course overall on a value for money basis? ..... Excellent

Will you be considering a further visit with Manor Adventure? ..... Yes!

Where did you hear of Manor Adventure? ..... Previous visit

What were the reasons for choosing Manor Adventure? ..... Value + variety

Sta

Which centre(s) did you visit last year? ..... none

What other visits does your school organise? ..... UK

Do you have any further comments which you feel would be useful to us?

..... We would have liked to do crepe  
making - this wasn't offered.

## Section 8; referral

Do you know of any other schools or colleges that may be interested in visiting any of our centres in England, Scotland, Wales or France?

Name:..... Name:.....

Address:..... Address:.....

.....

.....

.....

.....

# Section 9; Coach Report Form

School name ..... Date of stay .....

Drivers name ..... Number of seats .....

**Please circle as appropriate:**

Safety talk received:  Yes /  No

Safety DVD shown: Yes  /  No

Sat Nav:  Yes /  No

Coach: Executive / Standard

Entertainment: Video / DVD /  None

Toilet:  Yes /  No

If yes, was it clean?  Yes /  No

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes:  Yes /  No

For the next section please enter a score on the following basis

1 – Excellent

2 – Very Good

3 – Good

4 – Acceptable

5 – Poor

**Professionalism of the driver:**

Friendliness to teachers .....1.....

to children .....1.....

Attitude/Cooperation during stay .....1.....

State of the coach .....1.....

**Time keeping:**

Arrival at school .....1.....

Excursions .....1.....

Drivers knowledge of visits .....1.....

**Any additional comments:**

Steve was amazing! Helpful, friendly  
accommodating - great driver.